

Salt Lake Valley Quality Improvement Committee Minutes

		Review and Action Plan	Follow-up
Dash Board Items:	Staff Retention and Recognition	January: The committee discussed ideas for employee recognition. In the past the Quality Improvement Committee has given the Region employees a token gift on Valentine's Day. The committee decided to work toward recognition on World Social worker's day on March 16th.	January: The subcommittee will work on ideas
		February: Marilyn Johnson was able to get candy donated by the Acosta Sales and Marketing Company. Candy and certificate of appreciation will be given to employees in March for Social worker month. The sub-committee suggested the Heart of Gold awards be tied to the Region monthly awards. The sub-committee will talk to Diane to formulate a plan for the Heart of Gold awards.	February: Marilee will get/make a thank you card for the Acosta Sales and Marketing Company
	CPS Missed Priority Timeframe	(August 2009)	
	CPS Issues	January: The State office believes they can compile a report showing the CPS unaccepted data. Tonya Myrup has requested the report. A report of cases of substance abuse was requested. The committee agreed they would like to see an updated substance abuse case report.	January: Tonya will bring a substance abuse case report next month

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	CPS Issues continued	March: Reviewed CPS supported cases. The report showed cases substantiated from 2005-2009. DCFS only tracked supported cases with alcohol and drugs before 2007. In 2007, DCFS broke out the tracking of methamphetamine from other drugs. One-fifth of the closed cases had drug and alcohol factors. These factors are probably under reported because workers are the ones that evaluate the cases for drugs and alcohol. The report also showed how many closed cases went to foster care; and the number of reported cases. The committee noticed that the number of reported cases had declined 25% in the last year as well as the home based cases declining since 2002. The committee would like to know how Utah compares to the nation in case reporting levels. Also, more information about trends in home based cases.	March: Diane will bring a graph showing home based services were higher until 2002 then started to decline. She will also solicit information from Navina Forsythe regarding national levels of case reporting.
		Fatality reviews show several unaccepted cases. The staff at Safe and Healthy Families have seen injured children with several unaccepted cases.	A review process is needed; will discuss more next month.
	CPS Survey	January: Research shows States that request feedback have better quality of services. A survey to receive feedback on closed CPS cases is being developed. It is planned to send out 300 surveys monthly; with the estimation of only about 100 will be returned. The State office is exploring the possibility of grant funds to assist with the cost of mailing. It was suggested that the QIC write a letter	January: Tonya Myrup will send a link for the survey to the committee for review and feedback. Misty Butler will write a draft of the letter to the State office in support of funding the survey.

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	CPS Survey continued	to the State in support of funding the survey; and DCFS to write the proposal for the funding. Committee agrees to send a letter to the State office in support of funding the survey.	
		February: Survey is going well. There have been a couple of responses from committee members. The data gathered from the survey will be used by the committee and DCFS. Since Navina Forsythe was involved in previous surveys and will be involved in the current survey she should be able to assist in the continuity of the surveys. Misty Butler shared the letter of support to the State office requesting assistance in funding the survey. The survey needs to show the worker level, neighborhood; the cases will be supported, unsupported, and be randomly chosen and will be either recently closed or closed 6 months ago.	February: Marilee will send Misty the QIC letterhead.
	Centralizing CPS Intake	March: The State is examining the possibility of centralizing the intake process for all of the State of Utah. The belief is there would be more continuity in accepted and declined cases. After the intake offices close for the night/weekend there is an on-call system. On-call workers make decisions normally handled by intake workers. On-call workers do not have the same experience and knowledge as intake workers; which does not add continuity to the system or the same service to all residents. All Regions are in agreement with the centralization. The Child Abuse and Neglect Council (CAN) did a study on centralizing intake several	March: Diane will ask the State office to look for the results of the CAN Council's study; if found, the study will be forwarded to the State QIC for review.

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	Centralizing CPS Intake continued	years ago. The committee felt it might be beneficial for the State QIC to review the study for any information they be able to share with the State office.	
	Drug Abuse	February: The substance abuse report will take a more time. The report is not filtering from the computer system correctly. Anecdotaly police are saying there is a surge of heroin. People that are addicted to the prescription OxyContin are then turning to heroin. Residential and county placements are able to provide treatment for all drugs The annual report from the court shows 29% of cases are alcohol and drug related which is down 1% from last year. DCFS workers are noticing a rise in THC (the active ingredient in marijuana). <i>Note: A man-made chemical which mimics the effects of THC is being laced in burning spices which can be easily purchased.</i>	February:
		March: The Drug Endangered Child (DEC) group would like to present to the committee. They would like to invite workers as well as community partners to attend the presentation. The committee agreed they would like to host the presentation.	Mike will contact DEC to schedule presentation.
	Children served by the Court – Abused and Neglected vs. Delinquency	January: The Court's Dual Adjudication committee is analyzing the suggestions that were sent by this committee.	January: Misty Butler will report back in a couple of months
Public Relations:		(February 17, 2009)	
Studies:			
QCR Participation:		(June 16, 2009)	

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Fatality Review:		(September 16, 2008)	
Other Business:	QIC Summit	<p>January: Mike Hamblin shared his notes.</p> <p>One of the topics brought up in the discussion of the Summit was to write a letter or e-mail in support of DCFS funding to individual legislators in the areas where the committee members live. One suggestion made was if e-mailing, in the subject line write "From your constituent". Members are encouraged to write to their legislator.</p> <p>February: The committee agreed they wanted to send letters of support to the legislature in support of DCFS.</p>	<p>Mike will e-mail his notes; Marilee will get the minutes from the Summit and will e-mail Mike's notes and the Summit minutes to the committee.</p> <p>Mike will help with suggests of information to put in the letter.</p>
	Subcommittees	<p>January: The committee agreed to the proposal of the subcommittees meeting in person quarterly during the last part of the Quality Improvement Committee meeting. Next month the subcommittees will meet the last part of the meeting</p> <p>February: Sub-committees met. If you are not on a sub-committee and would like to volunteer, please contact the chair of the sub-committee. (For the membership subcommittee, please contact Marilee Greenland.) List of committees at the end of this document.</p>	<p>February: Mike will send suggested information committee for support of DCFS letter and Lisa Michelle Church's editorial.</p>

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	Subcommittees continued	<p>March: <u>Reports from Sub-Committees</u></p> <p><i>Data Sub-Committee</i> Role</p> <ol style="list-style-type: none"> 1. Support general committee 2. Use data to measure quality 3. Develop questions to ask DCFS 4. Provide feedback for DCFS 5. Provide feedback for the committee 6. Help the committee to understand the data (not to interpret). <p>Goals</p> <ol style="list-style-type: none"> 1. Client satisfaction survey 2. Issue of children having aged out of the system; feedback from parents and children. <p><i>Note: Northern Region QIC is surveying disrupted placement when the foster parent initiated the removal.</i></p> <p><i>Membership Sub-Committee</i> The membership sub-committee identified potential groups in which it would be beneficial to recruit a member. <i>Note: They also decided they wanted to get the DWS Council application to use as a guideline to make an application for the Quality Improvement Committee.</i></p> <p><i>Staff Retention Sub-Committee</i> <i>Note: The members of Staff Retention Sub-Committee were not available to give this report; Diane Moore shared information that was available.</i></p>	
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	Subcommittees continued	The certificates and candy were distributed to the employees; they were well received. DCFS has agreed with the sub-committee for the Heart of Gold Awards to encompass the monthly Visionary Voice Awards.	
	Meeting times	February: The discussion of changing time and dates of meeting because lunch would no longer be provided. The committee decided to keep the meeting at the same day of the month and time, which is the third Tuesday of the month and the time will be 11:45 a.m. – 1 p.m.	
	Fiscal	March: Since there are restrictions on how funds can be spent, it was suggested to use some of the funds to assist in the funding of the survey if grant money can be found at the State office.	March: Will discuss more next month

Research and Data Review Subcommittee	Staff Retention Subcommittee	Membership Subcommittee
Tonya Myrup, chair Misty Butler Arn Stolp Patricia Worthington	Marilyn Johnson, chair Teresa Jacobs Cheryl Dubach	_____, chair Marilee Greenland Mike Hamblin Annette Jan